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Today's issue of TD

Travel Daily today features five pages of the latest news, plus a front cover wrap from **100% Pure New Zealand**.

Win with Tourism NZ

TOURISM New Zealand is offering travel advisors the opportunity to win "exclusive in-market rewards" simply by signing up to its trade newsletter. Keep up to date with all things NZ via the **cover page** of today's edition of *Travel Daily*.

Deveson to Collette

KAREN Deveson has been named as the new Managing Director of Collette in Australia (*TD* breaking news Fri), moving from her current role heading up cruise at Helloworld Travel. Deveson will commence her Collette position in the new year, after transitioning her HLO role to Steve Brady (*TD* 19 Oct).

ATAC celebrates in ACT

SENATOR Bridget McKenzie has hailed the pivotal role of independent travel agents and their "significant contributions to the Australian economy" in a keynote address to members of the Australian Travel Agents Co-Operative (ATAC).

The group held its "Future Focus 2023" annual conference in Canberra over the weekend (*TD* 20 Oct), with McKenzie's high-profile presence a coup for ATAC following her prominent leadership of the recent Senate Inquiry into aviation.

Speaking at the National Press Club opening session, the Senator underscored the critical importance of a competitive aviation industry, as well as "the remarkable value that small business owners in the travel sector bring to both airlines and customers" - a sentiment that resonated deeply with those in attendance at the conference.



She also acknowledged the unique potential of cooperatives like ATAC, saying they offer small businesses the collective strength to compete against larger industry counterparts.

Other presenters on Fri included ATIA CEO Dean Long, with fellow members of his team also in attendance, including Ingrid Fraser and Richard Taylor, while yesterday CLIA Australasia MD Joel Katz also took to the stage.

ATAC held its annual general meeting on Sat - more details in tomorrow's issue of *Travel Daily*.

Pictured: ATAC Chair Jack Taylor with Senator McKenzie and ATAC GM Michelle Emerton. *BP*

CLIA nominations

THIS morning nominations opened for Cruise Lines International Association (CLIA) Australasia's 21st Cruise Awards.

Celebrating excellence among member cruise specialist travel agents and cruise lines, the highly anticipated awards will be given out in Mar next year in a sparkling ceremony at Sydney's Star Events Centre.

Travel agencies and advisors from across Australia and New Zealand are eligible to enter, with CLIA MD Joel Katz saying "cruising has made a spectacular comeback in Australasia, and our travel agent community has been integral to that success".

There are a total of 18 categories up for grabs, and nominations will close on 30 Nov prior to the next stage of judging.

Limited individual tickets for the CLIA Awards also went on sale this morning, and are expected to sell out fast - more details in today's issue of *Cruise Weekly*.

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ATAS withdrawals

MEGA Holidays Pty Ltd trading as Direct Flights and Latitude Cruise and Travel have both withdrawn from ATIA's Australian Travel Accreditation Scheme.

ATIA records show both companies are no longer in the scheme after failing to renew as required under section 2.5(n).

New highs for Helloworld

HELLOWORLD has seen strong results for the Sep quarter, with a 67% rise in revenue driven by high demand for leisure travel in Australia and New Zealand (**TD** breaking news).

The company's total revenue for the quarter was \$53.6 million, with an underlying EBITDA of \$16.9 million, compared to the \$5.5 million it recorded in the first quarter of 2023.

The Aussie travel agency achieved a Total Transaction Value (TTV) of \$1.23 billion for the Sep quarter - up 120% on the prior corresponding period.

TTV was also up for Helloworld's wholesale inbound division in Australia and NZ compared to last quarter, with demand for international travel and especially cruise travel seeing a huge uptick.

The company's retail businesses across the country have also seen strong growth, as Aussie and Kiwi travellers take advantage of the second summer season without border restrictions.

Additionally, the ASX trading update also highlighted the key role of the ETG acquisition in expanding Helloworld's overall retail footprint in Australia and NZ (**TD** 14 Aug).

"International and domestic travel has returned and confidence is improving as travellers book more complex international travel with longer lead times and higher average per person," the company stated in a new trading update on the ASX.

In light of the strong quarterly results and positive outlook, Helloworld is expecting to achieve an underlying EBITDA of between \$64 million and \$72 million for the full 2024 financial year. *JM*

Shugg joins APT

APT Travel Group has announced the appointment of Jason Shugg as its new Chief Marketing Officer (**pictured**).

Bringing experience to the business from well-known brands such as Luxury Escapes, Top Deck and Lonely Planet, Shugg will be charged with leading APT's growth trajectory in Australia.

"I am looking forward to continuing to put the customer at the front-of-mind in everything we do," Shugg said.

"APT has so many innovations and fantastic initiatives planned for our customers and I am excited to be part of those."

He was most recently the Marketing Director for hearing aid retailer Amplifon.



ART makes changes

AUSTRALIAN Regional Tourism (ART) has appointed Joel Chadwick to the role of Chair, Lori Modde as Deputy Chair, and Hamish Fell as its new Treasurer.

The changes were made at ART's AGM held in Newcastle over the weekend, with a "strong financial position" also noted.

Fill your heart with
Ireland

What fills my heart?

The colours of its nature
- Sharon Horgan



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Bamboo closes Aus office

VIETNAMESE carrier Bamboo Airways has announced a fleet restructuring which will see the elimination of long-haul flights between Australia and Europe via Vietnam, resulting in the immediate shutdown of the airline's local operations.

National Sales Manager Brad Crawford (pictured) confirmed that all Bamboo Airways Australia staff had been made redundant, paying tribute to the support of



the travel trade which over the last two years "have consistently filled our aircraft each month".

Bamboo flights to Sydney and Melbourne will cease on 05 Nov, as well as services to Frankfurt in Germany, with the move following the recent axing of London Gatwick this month.

An update from Bamboo's head office confirmed the airline was eliminating its 787 fleet, with changes to its network to "reduce the frequency of a number of inefficient routes with low passenger demand while increasing operation on routes recording high demand".

Going forward Bamboo will focus on narrow-body aircraft which will be deployed on key domestic routes within Vietnam, as well as some international leisure routes to Southeast Asia.

The carrier's Regional Sales Director for Australia and Southeast Asia, Trinh Anh Huy, told local trade partners that the restructuring process aims to "align our services with the ever-evolving demands of the Australian market". *BP*

Rex leads the pack

REX was Australia's most reliable airline last month, with the latest BITRE data revealing the regional carrier had both the highest rate of on-time departures (OTD) and the lowest rate of cancellations for Sep.

The monthly snapshot shows that Rex operated 77.8% of its flights on time, a result which saw it trump Qantas (74.1%), Jetstar (67.2%), and Virgin (67%).

Rex also cancelled the least amount of flights in Sep, scrapping just 2.6%, while Jetstar racked up the worst cancellation rate at 4.9%.

The overall on-time departures figure (71.6%) is still lagging well behind the long-term average (82.4%), while the total rate of cancellations (3.6%) remains higher than the long-term average (2.2%), with the MEL-SYD route seeing the most canned flights at 8%, while Townsville-Cairns was the most punctual.

TripADeal heats up

TRIPADEAL has announced a new partnership with the Brisbane Heat, as the cricket team prepares to bat up for the upcoming season.

The collaboration marks the fifth ongoing professional sports sponsorship for TripADeal, with its logo to feature on the front of the players' pants throughout the summer games.

Ticket prices to rise

QANTAS has confirmed the cost of tickets for its domestic and international flights will soon rise by 3.5% and 3% on Qantas and Jetstar services respectively.

Quietly flagged by the carrier last month amid a customer service update (*TD 25 Sep*), Qantas said a combination of a weaker Australian dollar and the rising cost of jet fuel were the primary drivers of the increases.

The airfare rises will apply to bookings made from 27 Oct.

Commenting on the news, rival Virgin Australia did little to quash fears it would follow suit, telling *TD* that when fuel prices remain high, "airfares are likely to be higher and we continue to monitor these factors closely".

"Recent increases in prices were initially driven by production cuts from OPEC+ and more recently, concerns around potential supply disruptions from the tensions in the Middle East; this has coincided with a fall in the Australian dollar to near one-year lows," Virgin added.



Window Seat

ARTIFICIAL intelligence has recently turned its robotic hand to visualising what travellers to Australia really think of the country, and the results are, ah, really creepy.

Part of a campaign put together by travel insurance company InsureAndGo, a fake stamp was created based on a survey of 1,500 people's perception of Australia, and it appears beers, sunshine and massive, MASSIVE spiders are what AI thinks we should be promoting to tourists.

The stamp (pictured) has dispensed with the usual beach and outback images for a strange combination of mountains that look far more volcanic than what we're accustomed to, as well as beer served with arachnids the size of a small motor vehicle.

All we can say is thank god the humans are still in control of Tourism Australia because we're unsure of this dystopian version of Australian culture.



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Regional boom continues

AUSTRALIAN travellers are showing the country's regional destinations more love, with visits surging between Dec 2022 and May 2023 compared to pre-COVID, according to new research compiled by the Tourism & Transport Forum (TTF) Australia.

The *DSpark* report shows that Aussies' desire for domestic holidays hasn't abated despite the pandemic being over, with NSW reaping the most benefit from the regional tourism surge.

The state claimed five spots in the country's top 10 regional tourism destinations list,

including its North Coast region in top spot, with Byron Bay/Ballina the most visited area within that region - climbing 4.2% above pre-COVID levels.

NSW's south coast was a close second on the list, with Nowra proving especially popular, while the Gold Coast ranked third place, and was the most-visited regional area for interstate travellers.

WA's Margaret River saw the biggest growth in popularity in regional Australia post-COVID, with visitation almost 16% above pre-pandemic levels - it was also the only WA location to make the top 10 regional destination list.

Victoria appeared twice on the list, with Mornington Peninsula and Great Ocean Road, while for South Australia, the Fleurieu Peninsula held the most appeal for intrastate travellers.

"This data shows the boom in regional tourism wasn't just a product of border closures," TTF CEO Margy Osmond said. *JM*

Biz travel to Asia "soars" for FCM

COMPANY travel between Australia and Asia has soared to new heights for large businesses during the latest financial quarter, new figures from Flight Centre's FCM division shows.

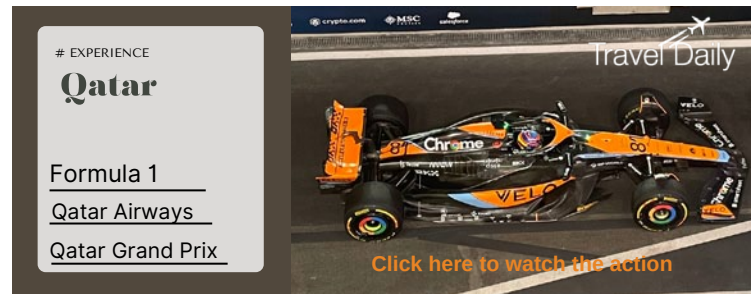
Bookings between 01 Jul and 30 Sep 2023 for business trips to places like China, Japan, and Singapore grew by 83% versus the same time last year, FCM said, adding that airline capacity had played a crucial role in growth.

"It's no coincidence that growth in booking numbers coincides with airline capacity coming back and more seats being offered as the likes of Singapore Airlines swap out smaller aircraft for A380s into the capital cities of Melbourne & Sydney," FCM said.

WA Tokyo mission

WA PREMIER Roger Cook and several of the state's cabinet will board the first direct Perth to Tokyo flight in more than three years next weekend.

The All Nippon Airways (ANA) flight takes off on 29 Oct and will operate three times a week, with Cook to attend several meetings in Tokyo about brokering more tourism opportunities for WA.



The US is truly pumping



THE Australian trade were treated to drunken donuts with a twist of lime, big brass yankee tunes and specialist Hawaiian cocktails as part of a Brand USA activation in Sydney last week.

The Pumphouse in Darling Harbour was transformed into the ultimate entertainment hub for all things American, with the trade invited along to sample the best of several US destinations, including tropical Hawaii, Texas, California, the Texan capital of Austin, and Louisiana.

destinations.

"More people are familiar with Hawaii and California in this market but I love the pairing with states that maybe are a little bit less familiar to people like Louisiana and Texas," she said.

"What we know about Australians is that they travel, we have already seen a close-to 75% jump in numbers this year compared to 2022.

"We have some ground still to make up from the COVID days but from pre-pandemic levels we are already half way there and I know in the next two or three years we will make up the rest of the ground and overall numbers will return back to 1.3 million visitors," Elder added.



Greeting the 100-strong crowd was Council General for the US Embassy & Consulates in Australia, Christine Elder, who highlighted the importance of the Aussie trade as well as the adjoining South by Southwest (SXSW) festival - the first one to be hosted outside of the US.

"The SXSW is such a special festival and the world needs to see it and the world needs to participate in it," Elder said.

Speaking about the advantage of combining the power of the American states, Elder noted the collaboration was a great way to expose Aussie travellers to newer and emerging markets while also bringing the traditional star-power of more popular tourism



While increasing traveller numbers to the US is clearly a priority, Elder also observed that events such as SXSW in Sydney were a major driver to get travellers to explore more deeply.

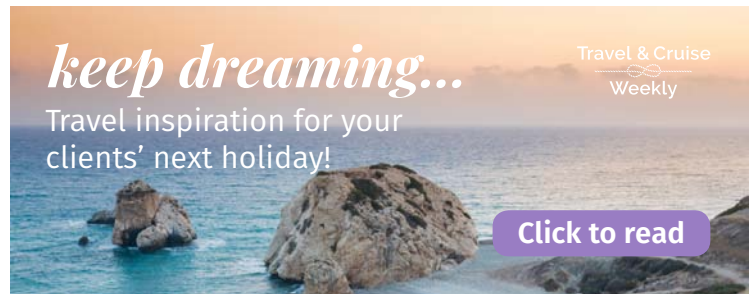
"We want travellers to take full advantage of what is on offer in our country when they arrive, this includes the culture and maybe spending more money," she said.

Pictured: The Brand USA team and inset Elder addressing the crowd and the big brass band. *AB*

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Inspiring Journeys - Australia & New Zealand
Inspiring Journeys has released a new travel brochure to unveil its immersive small group journeys in Australia and New Zealand. Highlighting the traditional and unique experiences in both nations, the 31-page brochure is divided into two parts for keen travellers to easily identify and explore the destinations they wish to discover. Departure dates and tour inclusions and a quick link to the booking is embedded on each of the itineraries for a seamless transition.



Railway Adventures - 2024 Your World by Train
Pick a rail journey that suits your next getaway with Railway Adventures' latest brochure, which features its largest-ever selection of global journeys, including the recently launched USA and Canada program. The travel guide also showcases an abundance of rail adventures through Australia, Japan, India and Eastern Europe. Some tours include themed holidays around specific destinations to best suit the railway journey.



50 Degrees North - Scandinavia 2024
Scandinavian tour specialist 50 Degrees North has unveiled its brochure for 2024, featuring travel tips and itineraries across Norway, Finland, Sweden, Denmark, Iceland, Greenland, the Faroe Islands and Svalbard. Along with a traditional option to cover a variety of aspects from country-specific tours, the 58-page guide also showcases the more detailed section of the escorted small group tours for summer, winter and Christmas in 2024.



Ekno Travels - India 2024-2025
Plan your next adventure through India with Ekno Travels' new brochure. The 52-page travel guide reveals the country from top to bottom to its readers, through the jungles of the south to the Himalayas of the north and the deserts of the west. Catering for small group travellers, the tour operator leads some tours with only up to 10 travellers with the option to have a personalised tour designed individually.

Voyages a great place to work



VOYAGES Indigenous Tourism Australia has been certified as a "Great Place to Work" for the second year in a row, demonstrating the operator's excellent workplace culture.

The benchmark program measures credibility, respect, fairness, pride and camaraderie within a workplace, as well as employee relationships with management and colleagues.

Voyages recorded a 3% overall improvement compared to last year in a recent organisation-wide survey, which reflected that 82% of team members enjoy working with their team and say they are treated fairly.

"I'm incredibly proud of our team and the important work

they do to promote and empower Indigenous tourism," Voyages CEO Matt Cameron-Smith said.

"These results reflect our shared commitment to Voyages' purpose and I commend all those who participated." JM

Pictured: Team Voyages at the Sydney Office.

Saudi hosts UNWTO

SAUDI Arabia will host the United Nations World Tourism Organization (UNWTO) 26th General Assembly in 2025.

The timing of the Middle Eastern country hosting the blue chip tourism event coincides with a heavy push by Saudi Arabia to become a major player in the global tourism sector.

Major recent plays in the travel space include the mammoth order of 121 commercial aircraft to be split across its flag carrier Saudia and new airline Riyadh Air, the launch of a new cruise line, as well as attracting many events in the sports, music and arts spaces.

"Saudi Arabia recognises the tourism sector's potential as a catalyst for change, innovation, and prosperity," a spokesperson for the country said this week.

Sky diving incident

THERE were no major injuries on board a Skydive Australia flight that crash-landed at Barwon Heads Airport during take-off.

The Experience Co brand's aircraft appeared to lose power at around 600 feet last Fri, with the pilot successfully landing the plane in a field of crops.

An investigation will now determine the cause of the crash.

Got a confidential tip? Contact Travel Daily via our secure WhatsApp service on +61 2 8007 6760 or click [HERE](#)